



U.S. Department of Health and Human Services
Agency for Healthcare Research and Quality
Web site: www.ahrq.gov
Office of Communications and Knowledge Transfer
The User Liaison Program
and the
Center for Primary Care, Prevention, and Clinical Partnerships



Presents:

Surge Capacity: Education and Training for a Qualified Workforce

Event # 1 in the Free 2004 Bioterrorism Web-assisted Audio Conference Series on Surge Capacity and Health System Preparedness for State, Local, and Health System Policymakers

**Date and Time: Tuesday, March 2, 2004, 2:00 - 3:30 p.m., EST
Sign up now!**

Overview and Purpose of the Series

Bioterrorism continues to be a significant threat to the health and well-being of our Nation. Efforts to address this threat have focused considerable attention on the need to improve and strengthen the U.S. health care and public health infrastructures to be sufficiently prepared to respond to a major public health emergency. An important aspect of bioterrorism preparedness is that of surge capacity. Surge capacity is a health care system's ability to rapidly expand beyond normal services to meet the increased demand for qualified personnel, medical care, and public health in the event of bioterrorism or other large-scale public health emergencies or disasters.

A number of important stakeholders — including policymakers, planners and other decisionmakers at the Federal, State and local levels, program administrators, health system decisionmakers, and providers—all have an essential role in ensuring that sufficient surge capacity exists within their own jurisdiction, region, or delivery system. To be effective in their planning efforts, it is critical that they have information about the latest research, tools and models focusing on surge capacity available to them.

Recognizing the importance of this topic, the Agency for Healthcare Research and Quality (AHRQ) has expanded its Bioterrorism Preparedness Research portfolio to include a number of projects that exclusively focus on surge capacity issues. AHRQ also is sponsoring this 2004 series of free Web-assisted audio conferences that will share the latest information on research, tools and models related to surge capacity. More information on the first of the events in this series, which focuses on issues related to the education and training of a qualified health workforce in the context of surge capacity, is provided later in this document.

Register Now! Please visit the following Web site to register for any or all of the Web-assisted audio conferences that you plan to join: www.hsrnet.net/ahrq/surgecapacity. Alternatively, you can fax the enclosed registration form to Maureen Ball at HSR, Inc. at 202-728-9469. Upon submitting your registration, you will receive a confirmation with further details, including Web/phone access information.





About the Audio Conference Sponsors

This series is being sponsored by the User Liaison Program (ULP) and the Center for Primary Care, Prevention, and Clinical Partnerships within the Federal Agency for Healthcare Research and Quality (AHRQ). AHRQ is an agency within the U.S. Department of Health and Human Services. The Agency's mission is to improve the quality, safety, efficiency, and effectiveness of health care for all Americans. In addition to this mission, AHRQ translates and disseminates its evidence-based findings, providing State and local policymakers with information and tools they can use to make more informed decisions about health care. In the area of bioterrorism and health system preparedness, AHRQ has supported a series of important research activities, including:

- Identifying the most effective methods for training clinicians about bioterrorism;
- Creating models to assess the capacity of delivery systems to respond to bioterrorism events;
- Developing tools to assess the preparedness of individual hospitals and health systems; and
- Examining approaches to use information technology to more effectively link primary care providers to emergency preparedness and public health personnel.

Intended Audience

These Web-assisted audio conferences will be of value to a wide range of State and local officials, in both the executive and legislative branches of government, who have responsibility for making policy decisions or administering programs related to: public health; health care delivery; the training of health professionals; emergency preparedness; and other systems involved in responding to threats of bioterrorism. These officials include, but are not necessarily limited to: State and local public health officials, Governors' staff, State legislators and their staff, and other senior staff within State or local health departments and offices of emergency preparedness. These calls also are intended to provide valuable information to key decisionmakers in both public and private health care delivery systems.

About the First Event:

Surge Capacity: Education and Training for a Qualified Workforce

The first event in the 2004 series, scheduled for March 2, will explore key issues, research findings and strategies related to education and training. Further information about the agenda for this call, as well as information about how to register for it, is provided on the following pages.



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Agenda for Event #1:
Surge Capacity: Education and Training for a Qualified Workforce

Date and Time: Tuesday, March 2, 2004, 2:00 - 3:30 p.m., EST

Panelists:

Lynn Steele, M.S., C.I.C.
Senior Advisor
Terrorism Preparedness and Emergency Response
Office of the Director
Centers for Disease Control and Prevention
U.S. Department of Health and Human Services
Atlanta, GA

Terri Spear, Ed.M.
Bioterrorism Education and Training Specialist
Emergency Preparedness Evaluation and Specialty Branch
Special Programs Bureau
Health Resources and Services Administration
U.S. Department of Health and Human Services
Rockville, MD

Michael Allswede, D.O.
Associate Professor of Emergency Medicine
Section Chief, Special Emergency Medical Response,
Emergency Medical Services
Department of Emergency Medicine
University of Pittsburgh Medical Center Health System
Pittsburgh, PA

Betsy Weiner, Ph.D., R.N., B.C., FAAN
Senior Associate Dean for Educational Informatics and
Professor in Nursing and Biomedical Informatics
School of Nursing
Vanderbilt University
Nashville, TN

Content: A health system's ability to rapidly expand its services beyond that of normal operating levels due to a public health emergency is largely dependent upon the availability of personnel resources and the ability of those persons to safely and effectively perform tasks assigned to them. Building a qualified workforce may require preparedness planners to seek previously untapped resources, such as non-active nurses, and provide relevant education and training opportunities to ensure that these additional personnel are skilled in all necessary areas. This call will

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explore key issues and highlight innovative examples of how education and training efforts are being used to create and maintain the readiness of an appropriately trained workforce that can respond to significantly increased surge capacity requirements.

Specifically, panelists on this call will:

- Discuss key issues, challenges and opportunities related to the creation and implementation of education and training strategies;
- Explore promising strategies, including CDC- and HRSA-sponsored initiatives, for educating and training providers;
- Preview an AHRQ-supported project that is developing and evaluating online and face-to-face training modules that prepare volunteer nurses to respond to public health emergencies; and
- Examine findings from an AHRQ-supported project designed to test the effectiveness and cost efficiency of disaster drills and training exercises for hospital personnel.

Web-assisted Audio Conference Format

Each 2004 AHRQ-sponsored Bioterrorism Web-assisted audio conference call will address a different aspect of surge capacity and examine emerging research findings, promising practices, tools and methods to increase and assess readiness and capacity. Each event will last approximately 90 minutes and feature a panel of experts in the field who will answer questions from the audience via phone or online.

The audio conferences are available in a Webcast version and also in a conventional audio conference format. Presentation slides, audio, and an online question and answer session are provided through the Webcast. Simultaneously, the audio portion of the program is available by phone for participants who prefer to use their telephones instead of their computers.

If you plan to access and listen to the Webcast version through your computer, you will need the following: computer, Web browser, Internet access, sound card, speakers and the free Windows Media Player plug-in for your browser. You can obtain this plug-in at:

www.microsoft.com/windows/windowsmedia/download/default.asp.

If you plan to access the Web-assisted audio conference but listen to the audio over the telephone, you need only a computer, Web browser and Internet connection.

Hard copies of the presentation slides for this event will be available for downloading 1-2 days prior to the event. Detailed instructions on how and where to download these slides will be sent to you via e-mail after you have signed up for this event. We recommend that you download the slides in advance, particularly if you have a slow computer or Internet connection.



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Audio Conference Cost

There will be **no charge for participation**, but we would appreciate feedback on the usefulness of this format for sharing up-to-the-minute information on the topics that most concern you in health care delivery and policy. Please invite your colleagues to join us for any or all of the calls.

How to Register for the Web-Assisted Audio Conference Series

Register Now! To participate in the series, you first need to register at **www.hsrnet.net/ahrq/surgecapacity**. Initial registration ensures that you will receive information on how to participate in a scheduled call, how to download slides, and to obtain notices about future events in this series. These notices will remind you to go to the Web site to sign up for subsequent calls. You will need to sign up for each event on an individual basis. Please visit: **www.hsrnet.net/ahrq/surgecapacity** to register or sign up for the March 2 call on Education and Training for a Qualified Workforce.

Alternatively, you may fax the registration form (located at the back of this brochure) to 202-728-9469, attention: Maureen Ball, Health Systems Research, Inc. (ULP's contractor for this event). Upon submitting your registration, you will receive confirmation with further details, including Web/phone access information. Please call Maureen Ball at 202-828-5100 if you have any questions about registering for these audio conferences.

About the Other Events in the 2004 Series

As noted above, the upcoming March 2 call focusing on education and training for a qualified workforce is the first event in this year's series of AHRQ-sponsored Bioterrorism Web-assisted audio conferences on Surge Capacity and Health System Preparedness. Information on subsequent events in this series will be sent out one month prior to each event.

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